

**Information and Communications Technology Industry Training Advisory Committee
Software Products and Software Services (SW) branch
Unit of Competencies**

1. Title	Maintain the help desk knowledge database	
2. Code	ITSWOS302A	
3. Range	Maintain, update, and administer the knowledge base of the service requests in the context of providing Help Desk services for an organisation [Operations and Support – Help Desk Service]	
4. Level	3	
5. Credit	4	
6. Competency		<p style="text-align: center;"><u>Performance Requirement</u></p> <p>6.1 Know the Help Desk guidelines, procedures and process Be able to identify the work contents undertaken by the Help Desk Service agent and map them to the guidelines, procedure and process</p> <p>6.2 Understand the incident and problem categorisation methodology Be able to categorise the incident and problem meaningfully so as to establish a corresponding baseline and trend projection</p> <p>6.3 Know the mathematical tool to project incident and problem trend Be able to project the trend into a period in the future based on historical data</p> <p>6.4 Have a working knowledge on the knowledge base tool used in Help Desk Service Be able to use the knowledge base tool to set up, customise, maintain, update and administer the knowledge base of the Help Desk Service</p> <p>6.5 Set up, customise, maintain, update, administer and improve the knowledge base for the Help Desk Service Be able to</p> <ul style="list-style-type: none"> ▪ solicit the requirements on the knowledge database from the teams in IT Operations ▪ collect and analyse the historical cases from the Help Desk and make reference to the industry norms from time to time ▪ categorise the resolutions of historical incidents and problems meaningfully, with reference to the established guidelines and procedures, and establish corresponding knowledge items ▪ assign search keyword to the knowledge item ▪ maintain, update, administer and improve the knowledge base for the Help Desk service <p>6.6 Improve the Help Desk Service resolution quality based on the evolving knowledge base Be able to</p> <ul style="list-style-type: none"> ▪ provide useful and updated knowledge to the Help Desk agents to solve the customer problems in a shorter duration and deliver with a better service quality ▪ reduce the incidents and problems that need to be referred to the second level support teams

	<p>6.7 Streamline the Help Desk processes, guidelines and procedures in step with the knowledge base evolution</p> <p>6.8 Maintain the knowledge base of those service requests in a professional manner</p>	<p>Be able to work with the other IT Operations teams and basing on the improvements made to the knowledge base, streamline the Help Desk processes, guidelines and procedures accordingly with the aim to uplift the productivity of the Help Desk Services function</p> <p>Be able to maintain, update and administer the knowledge base of the Help Desk service requests that need to be documented for future Help Desk services in accordance with the organisation's guidelines as well as any (local and international) laws and regulatory requirements, if applicable</p>
7. Assessment Criteria	The integrated outcome requirements of this UoCs are the abilities to: (i) set up and maintain the Help Desk knowledge base; and (ii) improve the service level, quality and the productivity of the Help Desk Service function.	
Remark	The Help Desk Service knowledge base can range from a sophisticated knowledge base system to a manual file system. The sophistication ties with the service level requirement, size and criticalness of the function to the serving organisation.	